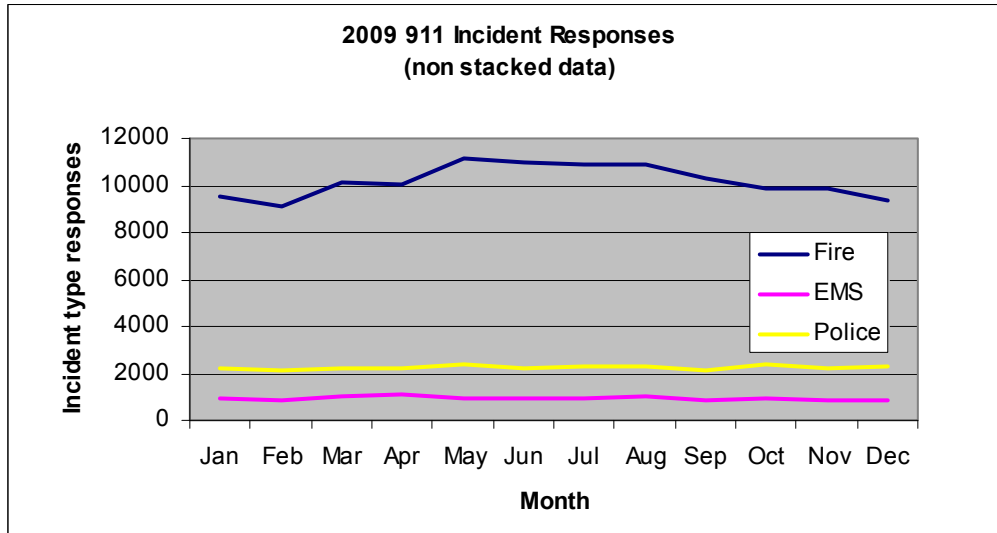


Public Safety

Emergency Dispatch and Incident Coordination

An integral part of public safety is providing public access and emergency response. The 911 emergency telephone and public safety communications system are fundamental to the integrity of public safety. They are activated by a telephone call to the County's emergency dispatch center. The 911 Dispatcher's words of "911 - what is your emergency?" sets in motion a series of events carefully designed to provide a rapid, efficient, appropriate and effective response to *any* emergency situation. In 2009, the County answered 88,057 "911" calls, up 1% from the 87,214 calls in 2008. 2009's 240,153 non emergency calls were 4% fewer than in 2008.

The 911 Center provides dispatch and coordination services to 19 police agencies, 40 fire departments, 12 EMS agencies, and other County Departments in both Cumberland and Fulton County. It responded to 164,043 incidents in 2009, 2055 less than in 2008. This was a dispatch event about every 3 minutes, on the average, of every hour of every day of 2009.



2006-2009 911 Incident Responses

